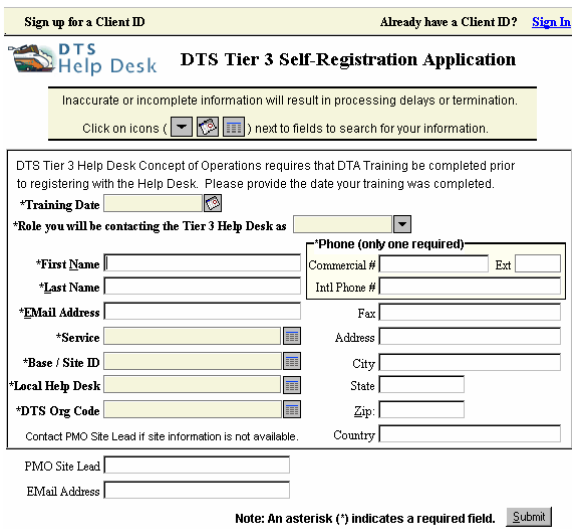# How to Become an Authorized Caller with the DTS T3HD

Purpose

You must be an authorized caller to access the DTS Tier 3 Help Desk. The procedure describes the process and steps that must be followed to become an authorized caller.

Procedure

Step	Action
1	• Sites that have not declared IOC should refer to their DTS Site Lead before registering. • Sites that have already declared IOC and are registering under a new organization or coming up as a Phase 3 Site please send the following information to your Service Lead. o Site ID o Local Help Desk o Root Org Code • Once your Service Lead receives your Site information, they will load it into Magic. You will not be able to register until your Service lead has loaded your information.
2	Once your Service Lead has loaded your information into Magic, you can register via online. The Registration form is available by accessing the URL directly at https://dtsprowebtth.defensetravel.osd.mil/hd/dtshelpdesk/newclientregistration.asp or by selecting the Self Support Option from the Defense Travel System Public Website at https://dtsprowebtth.defensetravel.osd.mil/hd/dtshelpdesk/.
3	A screenshot of the Online Registration form is below. Please keep in mind that inaccurate or incomplete information will result in processing delays or possible termination of registration. Notifications will be sent confirming your registration.

4	Training Date is the date you received DTA Training. Click on the icon below to open the calendar. Select the first day of your DTA Training by double clicking on the date. The date you selected will populate in the Training Date text box.
5	Role is the title you will be taking to support DTS and in contacting the Tier 3 Help Desk. Click on the icon below to open the drop down menu. A list of roles will appear. Double click on your role to select it. Your role will populate in the text box.

6	Click on the icon below to open the Service drop down menu. Select your Service by double clicking on it. Your Service will populate in the Service text box.
7	Base/Site ID is the name of the Military Base or installation you reside on. Click on the icon below to open the Base/Site ID drop down menu.

You can select your Base/Site from drop down menu by searching or scrolling. To search, enter your Base/Site ID in the Search text box. Next, click on the Search button. To scroll, click on the Previous and Next buttons. When you have located your Base/Site ID, double click on it to select it. Your Base/Site ID will populate in the Base/Site ID text box.

* If you cannot locate your Base/Site ID please contact your Service Lead.
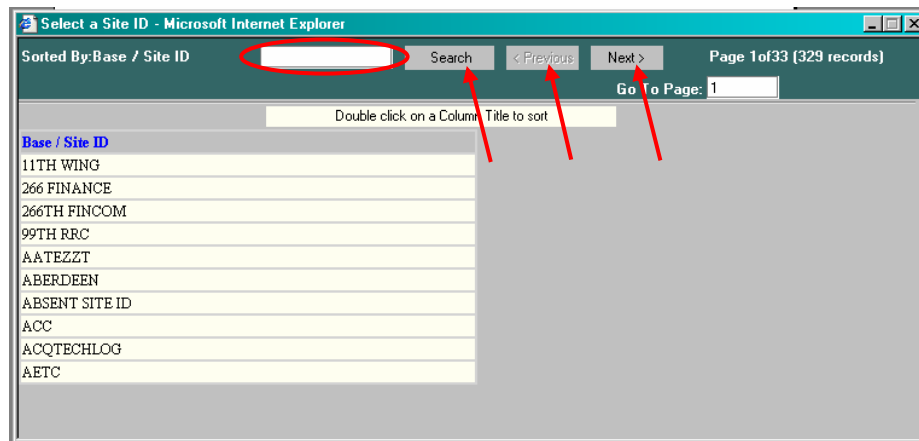
8	Local Help Desk is the name of the organization or tenant organization, where the Tier 2 Help Desk resides. This is to identify sites that may have multiple Tenants and therefore multiple Tier 2 Help Desks. Sites that have 1 Tier 2 Help Desk that supports the entire site, your Local Help Desk will be the same as your Site ID.

Select your Local Help Desk from drop down menu by searching or scrolling. To search, enter your Local Help Desk in the Search text box. Next, click on the Search button. To scroll click on the Previous and Next buttons. When you have located your Local Help Desk, double click on it to select it. Your Local Help Desk will populate in the Local Help Desk text box.

* If you cannot locate your Local Help Desk please contact your Service Lead.
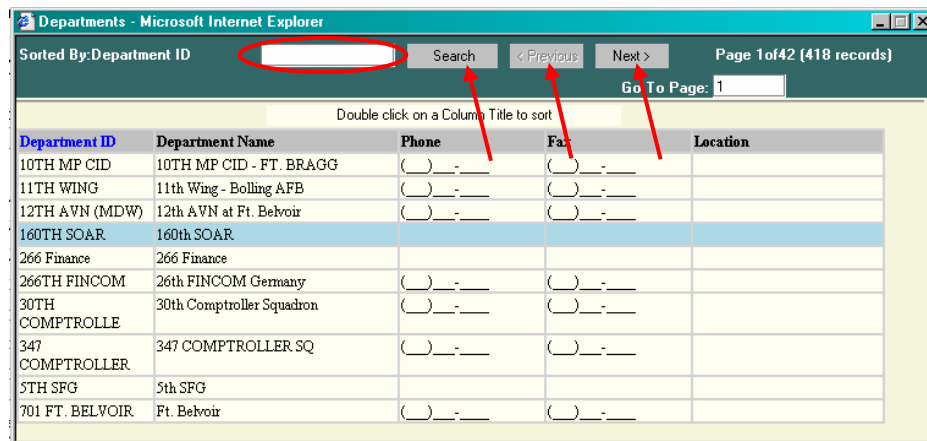
| | 9 | Org Code is your DTS Organizational Naming Sequence. We will only need your DTS Root Organizational Name sequence. Click on the icon below to open the Root Org Code drop down menu. Select your Root Org by double clicking on it. Your Root Org will populate in the Service text box. |
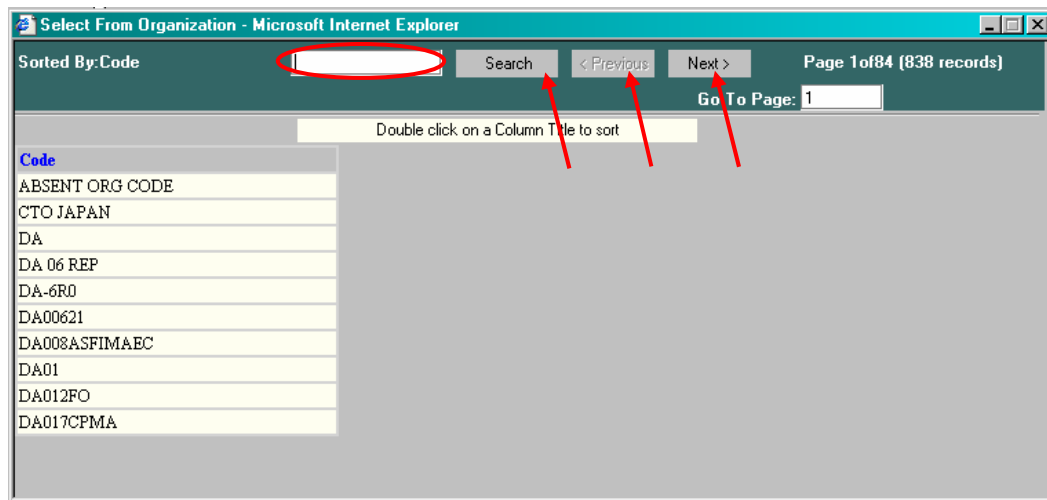
	You can select your Root Org Code from drop down menu by searching or scrolling. To search, enter your Root Org Code in the Search text box. Next, click on the Search button. To scroll click on the Previous and Next buttons. When you have located your Root Org Code, double click on it to select it. Your Root Org Code will populate in the Local Help Desk text box. * If you cannot locate your Local Help Desk please contact your Service Lead.
10	Please make sure you enter your First Name, Last Name, Email Address, Commercial Phone Number or International Phone Number, Fax Number, Address, and PMO site Lead's Name and Email address accurately. Once you have completed the DTS Tier 3 Help Desk Registration, click the Submit button. You must complete all (*) required text fields to submit your registration.